

Curriculum:

SBH Certificate II in Small Business Operations					
Units/NCSs	Standards	Code	Credits	Class hours	Self Dir
Occupational Health and Safety	Demonstrate Health & Safety Work Practices	SBH00III	2	6	14
	Demonstrate Knowledge of Natural Disasters and Emergency Procedures	SBH0XIV	4	12	28
	Identify hazards, assess and control safety risks	MF05012	3	9	21
	Demonstrate Knowledge of First Aid	SBH0XX	3	9	21
	Demonstrate Knowledge of Managing Alcohol and Drug Use	SBH0XXIII	3	9	21
Customer Service	Demonstrate Neat Personal Presentation	SBH00II	2	6	14
	Managing Telephone Enquiries	SBH0XVI	2	6	14
	Deal with Dissatisfied Customers	SBH0XVIII	2	6	14
	Customer Service - Face to Face	SBH0XXXIV	4	12	28
	Work Effectively with Others	MF09020	2	6	14
Specialised Training in the Workplace	Use business technology in the workplace	MF09022	2	6	14
Business Essentials	Employment Contract in Small Business	SBH0XXIV	2	6	14
	Time Management	SBH0XXV	3	9	21
	Create a Basic Marketing Plan for Small Business	SBH0XXXI	4	12	28
	Preparing Quotations	SBH0XXX	2	6	14
	Problem Solving Techniques	SBH029	4	12	28
	Demonstrate Knowledge of One to One Negotiation	SBH0XXII	4	12	28
Simple Record Keeping and Financials in Small Businesses	Carry Out Basic Workplace Calculations.	MF02006	2	6	14
	Process Financial Transactions.	MF02007	3	9	21
	Demonstrate Basic Financial Record Keeping in Small Business	SBH0XXXIII	4	12	28
	Demonstrate Knowledge of Taxation in Small Business	SBH0XXXII	4	12	28
	Demonstrate Knowledge of Production Costs and Pricing	SBH0XXXV	4	12	28
		22	65	195	455